

REGIONALIZING CRISIS CARE IN CENTRAL MARYLAND

988 Crisis Jam
August 9, 2023



Behavioral Health System
Baltimore

BHSB

Vision

We envision a city where people thrive in communities that promote and support behavioral health and wellness.

Mission

We work to develop, implement and align resources, programs and policies that support the behavioral health and wellness of individuals, families and communities.

Values

- Integrity
- Equity
- Innovation
- Collaboration
- Quality



CORE FUNCTIONS



Advocacy & Planning



System Management

Public Education



Local Partnerships

Managing Public Funds



CRISIS SYSTEM ACCOUNTABILITY

- BHSB is the local behavioral health authority for Baltimore City
 - Administers grant funds for crisis services through contracts with providers
 - Works with the State to oversee services that are reimbursable through insurance or other mechanisms
 - Investigates complaints
 - Partners with stakeholders, including the community, to identify and address gaps
- Multiple crisis providers across the state
- LBHAs vary in structure across the state (government v. non-profit)
- State of Maryland moving toward regionalizing crisis services across the state

IMPLEMENTATION MILESTONES



OPPORTUNITIES

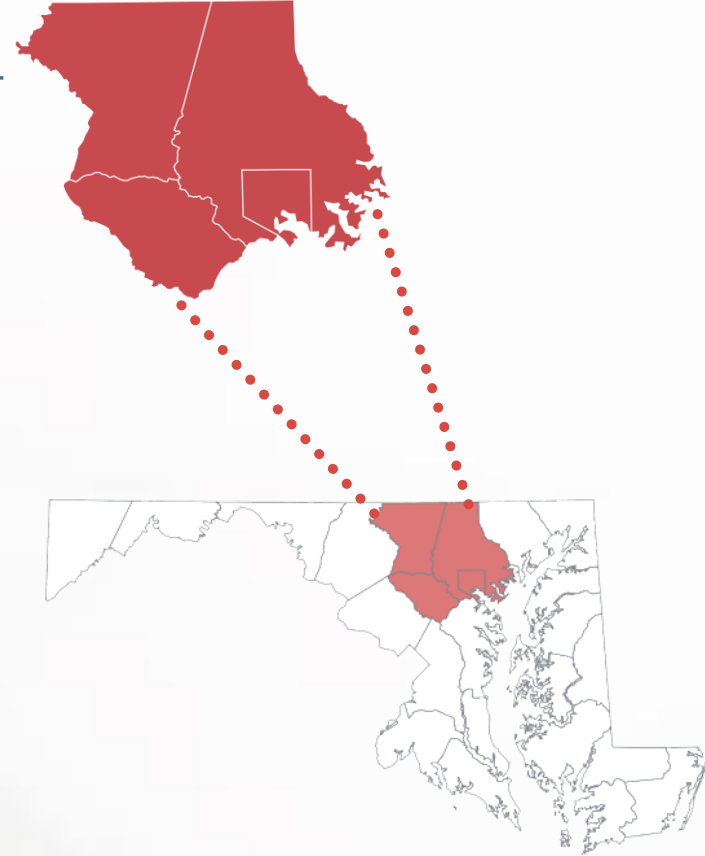
REIMAGINING OUR CRISIS RESPONSE SYSTEM

- Politics with regionalizing – local and state
- Leading change management
- 988 roll out and what that means at the local level
- Least police response possible
- Unique needs and expertise needed to develop child services
- Community must be meaningfully involved

Central Maryland Crisis System

Five-year, \$45 million initiative to invest in regionalized services for 2 million people.

- Regional 988 Helpline
 - Partnership of three agencies using one cloud-based phone system and Behavioral Health Link (BHL) software platform.
 - Over 1,500 calls answered per month.
- Regional Mobile Response Teams
 - Serve more than one jurisdiction
 - New locations for faster response times
 - Civilian only teams provide an alternative to existing co-responder teams.
- Open Access clinics
 - Receive referrals from 988 calls through a secure portal using BHL software
 - Same day or next day access to ongoing care for non-acute callers
- In-patient community-based referrals
 - Referrals from 988 using BHL bed registry software



PROMOTIONAL CAMPAIGN

- 988 embodies hope for people
- The term crisis feels overwhelming to people
- Hotline v. helpline
- Biggest barrier to calling, is that people did not know what to expect



Here's what happens when you call the 988 helpline.



You'll hear a message telling you that you've reached 988.



We'll play a little hold music while we quickly connect you.



A counselor at the 988 call center closest to you will answer the phone.



Your counselor will listen and provide emotional support.



We also can share resources for longer-term support.

WHAT HAPPENS WHEN YOU CALL?



Behavioral Health System

Here's What Happens When You Call 988

Copy link

Chris
CALL 988 Helpline Counselor

Watch on  YouTube

The image shows a YouTube video player interface. At the top left is a circular logo for 'Behavioral Health System'. The main title of the video is 'Here's What Happens When You Call 988'. In the top right corner, there is a 'Copy link' button with a document icon. The central part of the image is a video thumbnail featuring a man named Chris, identified as a 'CALL 988 Helpline Counselor'. He is wearing a blue polo shirt and has a red play button icon overlaid on the video. At the bottom left, there is a dark bar with the text 'Watch on YouTube' and the YouTube logo.

<https://youtu.be/sQnHUzfYGIE>

988 AMBASSADORS



BENEFITS OF REGIONALIZING

- Consistency
 - Will be rolling out a 988 Triage Matrix designed for determining the best fit response, developed by local providers and Dignity Best Practice.
- Economies of Scale
 - Marketing and community engagement
 - Software subscriptions
 - Staffing using workforce management software
- Coverage for low volume shifts (e.g., overnight shifts)
- Staffing specializations (e.g., Spanish speaking staff)
- Access to resources
 - Previously, some SUD treatment and crisis residential programs were only available for residents of specific jurisdictions – now they are available regionally
- Sharing best practices and expertise
 - Combined, the three agencies have over 100 years of experience providing crisis care
- Building relationships for advocacy efforts
 - Fund 988 campaign for telecom fee for sustainability
 - Comments on proposed Medicaid regulations

“This all sounds frickin’ amazing ...
de-escalation, trauma-informed care, helping
you get safe and supportive help. But put it into
action. Make me believe it.
Show me what you can do.”
— Female, Howard County

